

Critical Incident Policy and Procedures

The purpose of the Peer Support Critical Incident policy is to provide employees who are directly involved in, witness, or respond to a critical incident, the support and resources necessary to cope with the impact of these events.

Preface

The Union Pacific Railroad Critical Incident Policy establishes a procedure for managers/employees to respond effectively, and with sensitivity and confidentiality, to employees involved in critical incidents. A critical incident plan is beneficial to the safety and welfare of employees as well as to the efficient operation of the company.

A critical incident is an accident/incident that results in a fatality, loss of limb, or a similarly serious bodily injury; or a catastrophic accident/incident that could be reasonably expected to impair a directly-involved employee's ability to perform his or her job duties safely.

It is imperative that responding managers strongly consider the effect a Critical Incident may have on the impacted employees, regardless of whether the incident meets the defined criteria referenced above.

General

This Critical Incident Policy exists to address all classes of employees who are directly involved in, witness, or respond to a critical incident. Events such as these may adversely impact an employees' ability to perform job functions safely and efficiently for a period of time, due to physical, emotional or psychological reactions.

This policy provides employees with options for relief from duty following a critical incident. It also allows for flexibility within the program framework so that each critical incident can be handled commensurate with its needs.

Critical Incident Notification Process

The employee(s) with knowledge of a critical incident should immediately notify the responsible manager (i.e. Train Dispatcher, Manager Train Operations, etc.) and state the exact nature of the incident.

- Train Dispatcher (HDC) notifies Response Management Communications Center (RMCC - 1-888-877-7267)
- RMCC notifies the National Employee Assistance Help Line (NEAHL - 1-800-779-1212)
- NEAHL notifies the Manager of Peer Support for TE&Y, and/or the Coordinator of Peer Support for Mechanical and Engineering. Peer Support volunteers are alerted to the nature of the incident and are requested to make contact with the impacted employees.
- The Manager of Peer Support or a Peer Support member may contact an Operating Manager to discuss the impacted employees' needs for time off from duty. If an employee is deemed to need time off from duty the employee is placed in OS-CI status.
- In addition to Peer Support contact during the OS-CI period the NEAHL will contact the impacted to support the employee and assess the need for professional counseling. Follow-up care for the employee will be coordinated with Peer Support and NEAHL.

Manager Responsibility

Managers are required to notify impacted employees of the option to request relief from duty and inform the employee that professional counseling is available following a Critical Incident.

Responding to a Critical Incident:

- First – focus on people; second – focus on operating tasks.
- Remember that information relating to a critical incident is of a sensitive nature.
- Identify yourself immediately to affected employees.
- Remember, for the employee(s), it is no longer business as usual.
- Ask open-ended questions in order to ascertain if the employees need to be relieved.
- It is the responsibility of the responding managers to ask the employees if they would like to be relieved from duty.
- Assess job readiness. "I am okay" oftentimes is not an accurate statement. When in doubt, replace the crew.
- Coordinate timely, secure and comfortable transportation of affected employee(s).

- Never leave affected employees on the train to wait for the relief crew.
- When employee(s) return to work, monitor their progress by personal contact in conjunction with the System Peer Support coordinator.
- Update the System Peer Support Manager for TE&Y or the Coordinator of Peer Support for Engineering and Mechanical.
- Refer employee(s), if appropriate, to the National Employee Assistance Help Line at (800) 779-1212.

Peer Support Response

The Peer Support program is designed to help employees normalize their reactions and access informal and formal resources following a critical incident. Peer Support members practice Psychological First Aid by:

- Helping impacted employees gain access to water, food and other basic needs.
- Coordinating transportation for the impacted employee if needed.
- Using active listening skills and empathy to demonstrate concern for employee well being.
- Serving as a bridge to professional services if required.
- Acting as a liaison with management for impacted employee.

Compensated Time Off

Effective January 1, 2013

- In order to ensure compensation, there must be verified contact made with either a Peer Support volunteer or management.
- Time off must be coordinated between the appropriate Superintendent, local management and Peer Support Manager for TE&Y or the Coordinator of Peer Support for Engineering and Mechanical.
- When an affected employee needs or requests time off from the responding manager, the employee(s) must confirm whether it has been granted and, if so, within what limits.
- If the responding manager is unavailable, the employee(s) can request time off through other local management or contact the local Peer Support member for assistance in attempting to contact local management. Local Peer Support members will make every effort to assist affected employee(s) throughout the entire Critical Incident process.
- Managers allowing compensated time should consider 48 to 72 hours depending on the need of the employee.
- If more than 72 hours is requested, the Superintendent or his designee, Engineering department designee or Mechanical department designee must authorize this time. Additionally, if more than 72 hours is requested out of service, this time must also include the employee calling The National Employee Assistance Help Line to open a profile and request service from an outside service provider (counselor, psychologist, or psychiatrist) with documented visits and release.
- Employees requiring professional services from a mental health specialist may need to use their personal health insurance with all deductibles and co-pays applying.
- Compensated time off for TE&Y - regular assigned employees will be entitled to lost earnings. Extra board, or any other board not considered as being regular assigned, will be entitled to a basic day (without a deduction in guarantee) at the rate of the last job for each day in critical incident status. For any questions regarding these pay rules, please contact Timekeeping.
- Compensated time off for Mechanical and Engineering department employees is typically granted in 24, 48 and 72 hour increments.